



## INJURED EMPLOYEE TELEMEDICINE PROCESS

1. Supervisor or injured employee calls RediMD at **(888)-733-4635** and a customer service representative will then obtain necessary information and set up an appointment with the doctor.
2. The injured employee determines what time they would like to see/speak to a RediMD doctor. If the injured employee is requesting to see physician immediately a RediMD doctor will be available to see the injured employee within 10 minutes of requesting treatment. If the injured employee is requesting to be seen at a future day/time that appointment can be made.
3. The RediMD doctor will conduct a Telemedicine visit with the injured employee and confirm the injury reported by the injured employee. (The doctor will read back the exact statement the injured employee reported to RediMD to determine and agree on the injury and to confirm that the RediMD physician will be selected as his/hers treating provider). The RediMD physician will supply the valid diagnosis based on the nature of the injury and the examination. The adjuster will determine compensability.
  - If it is determined that the injury cannot be treated via telemedicine the injured employee will be transferred back to the RediMD customer service representative who will help them find the appropriate place for the medical care.
  - If this is outside of normal business hours for clinics/ urgent care centers, ER recommendation may/will occur (also this will occur for emergency care cases as well however recommendation will come from the RediMD doctor).
  - If this is during normal business hours the RediMD customer service representative will help the employee find a network provider/urgent care center for them to seek medical treatment by using the [www.injurymanagement.com](http://www.injurymanagement.com) website and/or recommend they call the IMO network customer care line at (877) 870-0638. An IMO Customer Service Representative may assist if needed.
4. If a follow up Telemedicine visit is necessary, the doctor and the injured employee will schedule a time and date for the follow up visit. The injured employee will get a confirmation email or text immediately upon scheduling the follow up visit.
5. RediMD will notify/remind the injured employee the day before their scheduled visit via email and a phone call.
6. The doctor will complete the necessary paperwork and DWC forms. RediMD will send over all the notes/ forms via fax or email to all appropriate parties.

*\*The injured employee does NOT need any computer or software skills with RediMD's proprietary software FastChat. The doctor can send the patient a link on any device such as a Smart Phone and they click the link to start the telemedicine visit. For additional information please check out the RediMD website at [www.redimd.com](http://www.redimd.com)*